

5 We Claim:

1. A method of identifying billing discrepancies, comprising:
  - receiving billing data from a billing entity, said billing data including an assessed fee and call details associated with each of a plurality of calls made by a customer;
  - 10 identifying, based at least in part on said call details received from said billing data, rate information associated with said customer;
  - generating an expected fee for each of said plurality of calls; and
  - comparing, for each of said plurality of calls, said expected fee with said assessed fee to identify discrepancies.

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2. The method of claim 1, further comprising:
  - analyzing each discrepancy to determine if each discrepancy is a billing error.
3. The method of claim 2, wherein said analyzing further comprises:
  - 20 analyzing the difference between said expected fee and said assessed fee to identify a pattern associated with a known surcharge.
4. The method of claim 2, wherein said analyzing further comprises:
  - analyzing discrepancies associated with said billing data to identify discrepancies 25 associated with fixed charges.
5. The method of claim 2, wherein said analyzing further comprises:

5       analyzing discrepancies associated with said billing data to identify discrepancies  
associated with time-based charges.

6.       The method of claim 1, wherein said billing data further includes rate information  
identified by said billing entity for each of said plurality of calls.

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7.       The method of claim 6, wherein said identifying includes generating a set of  
customer data including said call details, said rate information associated with said  
customer, and said expected fee.

15       8.       The method of claim 1, further comprising:

generating a set of discrepancies identified as billing errors.

9.       The method of claim 8, further comprising:

communicating said set of discrepancies identified as billing errors to said billing  
20       entity.

10.       A system for identifying billing discrepancies, comprising:

a memory; and

25       a processor in communication with said memory and coupled to receive billing  
data from a billing entity, the billing data including an assessed fee and call details  
associated with each of a plurality of calls made by a customer, the processor operative to  
identify, based at least in part on said call details received from said billing

- 5 data, rate information associated with said customer;
  - generate an expected fee for each of said plurality of calls; and
  - compare, for each of said plurality of calls, said expected fee with said assessed fee to identify discrepancies.